



## **Statement from Assistant Secretary Patty Rubstello**

**December 30, 2015**

On Monday, Dec. 28, WSDOT asked Schneider Electric, our roadway toll equipment vendor, to review a customer billing issue. Subsequently, Schneider Electric notified us that incorrect toll rates had been applied to customers paying to use the I-405 express toll lanes between Thursday, Dec. 17 and Friday, Dec. 25.

Once the problem was identified, Schneider Electric immediately fixed the problem. WSDOT is evaluating all of the vendor's work processes and reviewing why the vendor didn't have processes in place to identify this problem and make us aware of it.

WSDOT recognizes this is an inconvenience for customers and will set all tolls during this time period to the minimum *Good To Go!* toll rate of 75 cents and Pay By Mail customers will pay the minimum rate of \$2.75. Schneider Electric will compensate WSDOT for lost toll revenue and cover WSDOT's cost to correct this error for its customers. We are pleased that Schneider Electric accepts full responsibility for this issue.

Charges to customers with *Good To Go!* accounts will be automatically credited and revised to 75 cents per trip on I-405 within this time period, so a customer doesn't need to take any action. Upon discovering the issue, WSDOT stopped issuing Pay By Mail toll bills and will re-issue bills at the rate of \$2.75, however, just over 200 Pay By Mail toll bills were mailed on Dec. 28 and we encourage these customers to contact customer service to resolve their bill. We always encourage customers with billing concerns to contact *Good To Go!* customer service.



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**December 30, 2015**

From December 17, 2015 to December 25, 2015, the I-405 Express Toll Lanes System charged WSDOT customers a default toll rate different than the toll rate that customers should have been charged. Once the issue was detected, we took immediate action to correct it. We apologize for any inconvenience this has caused. As a remedy, Washington State Department of Transportation is only going to charge effected drivers and customers the minimum toll rate of \$0.75 per each applicable toll charge for those tolls in question for the period mentioned above. We agree this is the most efficient solution and are currently working with the Department to implement this action. To ensure this does not happen again, we have implemented a set of preventative measures and are conducting a full evaluation of the system to assure the accuracy and integrity of all transactions.